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**Post:** Commercial Operations Manager      **Reports to:** General Manager

**Company:** Acorn Business Group

**Hours:** 37.5 (to include weekends – 3 out of 4 Saturdays)

**Salary range:** £55,000 - £65,000  
(depending on experience)

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### Job Purpose:

To oversee the daily operational and commercial functions of the Acorn Business Group, aligning activities with the organisation’s mission to operate a profitable social enterprise.

To focus on maximising sales and profitability, supporting a diverse team, and promoting employment and training opportunities for individuals with disabilities and long-term health conditions.

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### Key Responsibilities

1. **Team Leadership and Development:** Provide management oversight to the Acorn business team of approximately 60 staff, focusing on supporting and integrating employees with diverse abilities, including disabilities and long-term health conditions. Conduct regular performance check-ins and facilitate training initiatives to enhance skills and growth.
2. **Operational Management:** Oversee all stages of operations—from goods receipt to point-of-sale—ensuring smooth transitions and high-quality standards. Produce management reports on sales and performance to drive improvements.
3. **Customer Relations:** Ensure excellent customer service by proactively addressing feedback, resolving complaints promptly, and fostering a welcoming, inclusive shopping experience aligned with the organisation’s values.
4. **Resource Coordination and Compliance:** Manage staffing schedules to optimise efficiency while ensuring compliance with health and safety regulations to maintain a safe working environment.
5. **Staffing Budget Management, Financial Performance and Forecasting:** Conduct detailed analysis of budget performance, prepare financial projections, and provide regular reports to senior management.
6. **Community Engagement and Marketing:** Build partnerships with employers and organisations to secure corporate support, attract donations, and enhance community presence. Collaborate on marketing initiatives and contribute to business development ideas to increase organisational impact.

7. **Flexibility and Continuous Improvement:** Provide practical support across the business, participating in hands-on tasks as needed, and regularly review responsibilities to align with organisational goals.
8. **Employment and Training Initiatives:** Identify and facilitate job placements and training programs to enhance the skills and employability of individuals with disabilities.
9. **Safeguarding:** Identify and report safeguarding concerns as required and maintain up-to-date knowledge of safeguarding protocols through training.
10. **GDPR and Data Processing:** Ensure compliance with GDPR and data protection regulations by safeguarding customer and employee information. Oversee proper data handling, storage, and processing practices, and ensure that staff are trained on data privacy protocols to maintain confidentiality and security.
11. **Compliance with Relevant Laws and Regulations:** Stay up-to-date with applicable laws, regulations, and industry standards relevant to Acorn's operations e.g. Trading standards. Implement and oversee policies and procedures to ensure full compliance with all legal and regulatory requirements, minimising legal risks to the organisation.

**Secondary Duties:**

1. Participate in specific and generic training for personal career development and assist in the delivery of such events to fellow co-workers when deemed appropriate
2. Provide cover for colleagues and undertake other duties as directed by the General Manager or the senior management team.
3. Responsibility for the Acorn social media e.g. Facebook page

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Responsibilities are subject to annual review and may be adjusted to reflect ongoing service developments.

**Person Specification**

		<b>Essential</b>	<b>Desirable</b>
1.	Strong people-management skills, with the ability to support and motivate a diverse team, including individuals with various disabilities and health conditions.	√	
2.	Excellent organisational and problem-solving skills	√	
3.	Experience in a customer focussed, operations or retail management role.	√	
4.	A proven track record of developing and coaching staff.	√	

5.	To be computer literate and have the ability to use word processing, spreadsheets and databases.	√	
6.	Experience of managing a large budget and forecasting.	√	
7.	Excellent communication and interpersonal skills, verbal and written.	√	
8.	Ability to multitask and manage own workload and work under pressure with minimal supervision.	√	
9.	A positive attitude towards people with a disability and an understanding of the barriers they face in trying to enter the labour market.	√	
10.	Experience in compliance with health and safety in the workplace and data protection laws, ensuring adherence to policies and protocols.	√	
11.	An ability to market the service and canvass corporate organisations to support Acorn.	√	
12.	A driving licence.	√	
13.	Previous experience building and maintaining relationships with external partners for business support, community engagement, or development.		√
14.	Experience of writing management reports and compiling statistics/data.		√
15.	Driving licence to cover other vehicles e.g. forklift, HGV etc		√
16.	Ability to assist with lifting and other practical tasks as needed		√

